



**MODIFIED GUIDELINES FOR MEDIA COVERAGE  
OF TENNCARE APPEALS HEARINGS  
CONDUCTED BY THE DEPARTMENT OF HUMAN SERVICES**

1. The Department of Human Services shall be notified at least forty-eight (48) hours in advance of the scheduled hearing regarding the media outlet's intent to attend and observe an administrative hearing regarding an appeal of a TennCare case at which time the media outlet will need to state which date they intend to observe the hearing, which location they intend to observe and whether they intend to observe a morning or afternoon session, or both.

Statements of intent shall be provided to: Michelle MoweryJohnson, Director of Communications for the Tennessee Department of Human Services by e-mail to: [michelle.moweryjohnson@state.tn.us](mailto:michelle.moweryjohnson@state.tn.us) or by fax to (615) 313-6665. She may be telephoned at (615) 313-4707 if there are any questions.

2. a. Due to the size of the hearing rooms, only one media representative can be allowed to observe the same hearing.  
  
b. If more than one media outlet wishes observe the same appeal hearing, the media outlets represented shall agree, prior to the hearing, on a pool reporter.
3. Media representatives who have given appropriate notice shall remain in a designated area at the hearing facility until an administrative hearing appellant has agreed to permit the media representative to observe the hearing.
4. a. As appellants sign in for their hearing, the Department will give them a written handout explaining that they have the right to agree, or not agree, to allow the media's presence at the hearing.  
  
b. If the media representative does not have a completed HIPAA release form for a named appellant who has actually appeared at the hearing (the HIPAA form approved by the Department is on its website under "Popular Topics" at "DHS Media Protocol for TennCare Disenrollment Hearings found at: <http://www.state.tn.us/humanserv/tenncare-hipaa-rls.pdf>), the appellant will complete one provided by the Department at the time of the hearing.  
  
c. Any executed HIPAA release form will be reviewed by a State attorney at the hearing to determine that it meets HIPAA requirements and, if so, the

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observation of the hearing will be approved and the media representative will be brought from the waiting area to the hearing.

5. No hearing will be delayed to allow an interview with the appellant to be conducted prior to the hearing. Media representatives are, of course, free to interview an appellant after the hearing is concluded in a public access area at the hearing facility or outside the facility.
6. Original guidelines for the media's attendance not inconsistent with these modified attendance guidelines that are contained in on the Department's website at "Popular Topics" at "DHS Media Protocol for TennCare Disenrollment Hearings found at:  
<http://www.state.tn.us/humanserv/tenncare-hipaa-rls.pdf>  
shall remain in effect.
7. The Department of Human Services can provide no assurances that any appellant will permit the media to observe his or her hearing or that hearings will, in fact, be conducted at all due to failure of an appellant to appear, or due to any other reasons beyond the Department's control. .